If you have suggested additions, or you find that some links are not working, please email [resourcelist@fess.ie](mailto:resourcelist@fess.ie)

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| **Minor Award Name** | **General Office Skills** |
| **Minor Award Code** | **4N1116** |
| **Level** | **4** |

**Suggested resources to support delivery:**

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| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| **Office services, duties and responsibilities performed within an organisation.** | Book | Key concepts of the general office environment to include reception services, telephone services, stock control services, filing services, photocopying and postal services | Author (s): [Margaret Horsfall](http://www.amazon.com/Margaret-Horsfall/e/B00JC3OCBE/ref=dp_byline_cont_book_1) and [Shirley Cairns](http://www.amazon.com/s/ref=dp_byline_sr_book_2?ie=UTF8&field-author=Shirley+Cairns&search-alias=books&text=Shirley+Cairns&sort=relevancerank)  Published by: Nicola Pesce Editore; | <http://www.amazon.com/Office-Skills-Workbook-Practical-Approach/dp/8888893989> |
| Book | The book explains desktop applications used in an office and the terminology associated with computer networks. | Author(s): Joan Gallagher and Siobhán Creedon  Published by: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Types of communication media used in an office** | Presentation | This website provides information and advice on personal, interpersonal, presentation, writing and learning skills. | Skills you need | <http://www.skillsyouneed.com/> |
| Website | Effective communication involves choosing the right tools, fast and effective communications are vital for keeping all employees up to speed within the office | Slideshare | <http://www.slideshare.net/anujstha1/media-and-types-of-communication-11307440> |
| Website | The local enterprise office website provides information about fast and effective communications skills which are vital for keeping all employees up to speed with the latest developments. | Local Enterprise Office | <https://www.localenterprise.ie/DublinCity/Start-or-Grow-your-Business/Knowledge-Centre/General-Business-Issues/The-Right-Tools-for-Communication/> |
| **Essential elements of a good filing system advantages and disadvantages of different methods of classification** | Website | The importance of record-keeping and filing systems cannot be too highly stressed. A well-planned system contributes significantly to efficiency of operation as well as to a company's image. Whether records are filed in a computer or in a steel cabinet, they have to be readily accessible | DeskDemon - online resource designed specifically for office professionals | <http://www.deskdemon.com/pages/uk/information/skills/mfile> |
| **The concept of data protection** | Website | The Data Protection Commissioner is responsible for upholding the rights of individuals as set out in the Acts, and enforcing the obligations upon data controllers. The Commissioner is appointed by Government and is independent in the exercise of his or her functions.  Individuals who feel their rights are being infringed can complain to the Commissioner, who will investigate the matter, and take whatever steps may be necessary to resolve it. | Data Protection Commissioner | <https://www.dataprotection.ie/> |
| **Limitation of damage to property in the event of emergencies** | Online  Article | Emergencies, disasters, hazards, threats and vulnerabilities can occur at any time without warning. The more an organization is prepared for any emergency or devastating event, the better they are able to act, minimizing panic and confusion when it occurs. | HRinfodesk | <http://www.hrinfodesk.com/preview.asp?article=37482> |
| **Routine office tasks using a range of office equipment and technology** | Book | The book explains desktop applications used in an office and the terminology associated with computer networks. | Author(s): Joan Gallagher and Siobhán Creedon  Published by: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Website | This Leaving Cert Applied module 2 is intended to introduce the student to the practical skills needed in an office. It is necessary to have access to certain office equipment to deliver the module. It also emphasises the use and practice of good communication techniques. | Professional Development Service for Teachers | <http://www.pdst.ie/sites/default/files/Office%20admin.pdf> |
| Website | <http://www.pdst.ie/sites/default/files/Office%20Administration%20&%20Customer%20Care%20Workbook%20Module%202.pdf> |
| **Communicate information effectively on behalf of self and others using a range of media.** | Website | This website focuses on internal communications and the different types of communication medium, physical media and mechanical media. | The Communication Toolbox | <http://www.communicationtoolbox.com/types_of_communication_medium.html> |
| Book | This book discusses new technology, such as E-mail, the Internet, voice-mail and their impact on modern communications. It encourages students to start writing from an early stage and includes new material on Research Skills Suitable for office information systems, secretarial, business, office practice and other courses with a communications module. | Author (s): John F Scott and Catherine Fox  Published by: Gill and MacMillan | <http://www.amazon.co.uk/English-Communications-Business-Students-Scott/dp/0717129780/ref=sr_1_1?ie=UTF8&qid=1458820299&sr=8-1&keywords=english+and+communications+for+business+students+by+John+F+scott> |
| Website | This website explore the many new and unusual types of communication techniques that can be used for effective communication in the workplace. The variety of electronic communication channels ensures that you can break through the clutter and get your message across cost effectively. | Workplace communications | <http://www.workplace-communication.com/types-workplace-communication.html> |
| Booklet | This guide is intended to help you strive for service excellence in your business and is prepared in line with the service excellence model. The content here will help you to reflect upon what you do already, and from that you will find areas where you can enhance your existing approach | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/How_to_Provide_Customer_Service_Excellence.pdf> |
| **The process of a range of business documents** | Book | Chapter 1 discusses the types of business organisations and Chapter 6 discusses the processing of business documents, definitions and explanations of documents. | Author(s): Arlene Douglas  Published by: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/business-administration> |
| Video | This video shows the difference between informal and formal writing skills | Learn English with Emma [engVid] | <https://www.youtube.com/watch?v=PgwmAUJx248> |
| Book | Packed with over 500 sample documents, over 100 tips for better business writing and useful templates you can apply to your writing immediately, Model Business Letters will help you put the key rules of good business writing into action. | Author: Shirley Taylor  Published by: FT Publishing | <http://www.amazon.co.uk/Model-Business-Letters-Emails-Documents/dp/027375193X/ref=sr_1_fkmr0_1?ie=UTF8&qid=1458819831&sr=8-1-fkmr0&keywords=Model+Business+Letters%2C+Emails+and+Other+Business+Documents+%287th+Edition%29+Paperback+%E2%80%93+June+16%2C+2012+by+Shirley+Taylor++%28Author%29> |
| **Using a paper based system and a computer system to enter and retrieve data** | Book | Unit 5 of this book looks at Filing and Retrieving Information. It Outlines developments in Electronic Document Management (EDM) and security of files through encryption. | Author(s): Joan Gallagher and Siobhán Creedon  Published by: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Process incoming and outgoing calls including conveying information accurately** | PowerPoint | Telephone TechniquesThis presentation shows how it is important to use proper telephone etiquette to effectively handle various types of incoming and outgoing calls | Powershow | <http://www.powershow.com/view/41259b-OTkyZ/Telephone_Techniques_powerpoint_ppt_presentation?skipadult=1> |
| **Safe working practices including care of office equipment** | Website | This website explains how proper care of your office equipment will keep your business running smoothly. | ehow | <http://www.ehow.com/how_7924563_care-office-equipment.html> |
| Website | A guide to the Health, Safety and Welfare at Work Act, 2005 and the impact thereof. | Health and Safety Authority | <http://hsa.ie/> |
| Website | Offers an electronic assessment tool to help businesses prepare risk assessments and a safety statement. Registration is required and it is free. | Besmart | <https://besmart.ie> |
| **Maintain an organised, tidy and pleasant working environment.** | Online Document | This unit encompasses the skills, knowledge and attitudes required to maintain and organise work areas. It includes the organisation of the work area to keep the workplace tidy, clean and safe, and the application of appropriate personal hygiene practices by staff members. | **Randwick College Wiki** | <http://randwick.sydneyinstitute.wikispaces.net/file/view/2+SIRXCLM001A+Organize+and+maintain+Work+Areas.pdf> |
| Online Document | This Guide is aimed at safety and health practitioners, employers, managers, employees, safety representatives and others to give general guidance of the Safety, Health and Welfare at Work (General Application) Regulations 2007 relating to the workplace. | Health and Safety Authority | <http://www.hsa.ie/eng/Publications_and_Forms/Publications/General_Application_Regulations/gen_apps_workplace.pdf> |

**Useful Organisations:**

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| --- | --- |
| **Name** | **Contact Information** |
| HSA | <http://www.hsa.ie> |
| Workplace Relations | <http://www.workplacerelations.ie> |
| National Standards Authority of Ireland | <http://www.nsai.ie> |
| GCF LearnFree | <http://www.gcflearnfree.org/office> |
| Finfacts Ireland | <http://finfacts.ie> |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |
| Further Education Support Service (FESS) | <http://www.fess.ie/> |
| Citizens Information Board | <http://www.citizensinformation.ie/en/> |
| Department of Education and Skills | <http://www.education.ie/en/> |

**Other Organisations:**

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| **Name** | **Contact Information** |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie) |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| Scoil Net | [www.scoilnet.ie](http://www.scoilnet.ie) |
| Teachers CPD | <http://teachercpd.ie/> |
| Skillshare | <https://www.skillshare.com> |
| International Literacy Association - Lesson Plans | <http://www.readwritethink.org/classroom-resources/lesson-plans/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates  Online courses delivered mainly by Universities and Colleges worldwide.  Useful to search regularly for new courses and new start dates. Most courses are free. Charge often applies if assessment and certification is required.  Provide excellent CPD for individuals or resources that can support teaching and learning | What is a MOOC?  <https://www.youtube.com/watch?v=eW3gMGqcZQc> |
| Providers of MOOCs  e.g.  <https://www.mooc-list.com/> |
| <https://www.coursera.org/> |
| <https://www.udemy.com/> |
| <https://alison.com/> |
| <https://www.canvas.net/> |
| <http://www.lynda.com/> |
| <http://www.open.edu/> |
| <http://www.extension.harvard.edu/open-learning-initiative> |
| <https://www.uclaextension.edu/pages/search.aspx?c=free+courses>  <http://oyc.yale.edu/> |